

FREQUENTLY ASKED QUESTIONS (FAQ)

Lift Station Replacement Project

WEST FONDREN PLACE

September 24, 2014

The entire project schedule is the following:

1. Start: **9/29/2014** and End: **6/19/2015**.
2. The construction schedule for West Fondren Place may be in late October or early November.

How long is this project going to take to complete?

The entire project is scheduled to take 270 days to complete.

What is going to be replaced / installed with this project?

The work is the replacement of the existing pumps, control cabinet, new electrical service, concrete pavement repair inside the lift station, minor piping, and the new water service for the lift station.

Where to call to report problems?

- *Emergency needs (i.e. water off):*): Mike Hamlin, Construction Manager – 713-203-3617
- **Fred Lytton, Inspector – 832-516-3872**
- **Rudy Cardenas, City of Houston Senior Project Manager – 832-395-2365 (Primary construction contact for residents)**

- *Non-emergency needs:*
 1. Call or use the City 311 features,
 2. Use the 311 mobile app available on the City of Houston web site (www.houstontx.gov), or
 3. Send an e-mail to PWECIP@houstontx.gov. Mention to the operator the following 3 things along with your issue:
 - WBS Number of the project : R-000267-0107-4
 - Project Name: West Fondren Place Replacement Project
 - Refer the complaint into the “Engineering & Construction Division”.

What is a lift station?

A lift station will raise the collecting wastewater from a low point to a higher elevation flowing into wastewater treatment plant.

Where will the contractor store their construction equipment and material?

All equipment and material will be stored inside the existing lift station.

What are the working hours while the project is under construction?

The working hours are between 7:00 AM to 7:00 PM daily

Will the contractor work on weekends? If so, what are the working hours?

The contractor may work on some Saturdays; NO work on Sundays and City of Houston holidays (except if an emergency). The hours will be the same as indicated above.

Will the contractor provide a gate/barrier around the construction site while under construction?

For safety reasons, the contractor is obligated in their contract with the City of Houston to secure their work site.

Will the contractor repair the existing curb and gutter adjacent to the project if damaged by the contractor?

The contractor will be mindful of the street and protect the street surface to the best of their ability. The contractor will repair any damage to the public street that may be caused by the construction activities.

Will a NEW protective fence be installed by the contractor/City of Houston once the project is completed?

No fencing is required in this contract because there is existing fence in our City property.

Will the contractor dig up around the adjacent neighborhood park near the lift station?

No, the work is inside the facility except installing the water meter inside the ROW.

At some point, will residents adjacent to project lose water?

No, you will not lose any water.

At some point, will residents across the street from the lift station have issues parking in their driveway or garage?

No, the work should not interfere with any parking or access issues.

How can residents feel comforted that all restoration will occur properly?

The work should not damage the common grounds landscape. The contractor has taken pre-construction photos of the common grounds area impacted by this project. If you have concerns, please call 311 and document those concerns. Please inform the City and the Contractor and allow them to respond before making the repairs yourself. However, if the damage is caused by the construction activities, the contractor will repair or replace any damage area or parts (landscape, sprinkle or grass, etc.) at the appropriate time during the course of construction.

Will updates be provided to residents?

A West Place HOA representative is invited to attend the City's Monthly Progress Meeting and can obtain project updates from this meeting. Also, Barbara Hite from the District K council office will attend monthly meetings.